

St Alban's C.E Primary School



Emergency Plan

September 2024

Renew date: Sept 2024

Review date: Sept 2025

Faith

Hope

Love

Our school vision



Our vision is that all our pupils should grow in:

Faith in God, or be inspired by faith, and in their own ability to fulfil their potential,

Hope to be the best of examples, to work to change themselves and the world for the better, and

Love, reflecting God's love in unselfish love for others.

Our vision is based on the God given virtues of:

FAITH, HOPE AND LOVE

1 Corinthians 13:13

Faith

Hope

Love

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A copy of the Emergency Plan and the Appendices/relevant forms is kept in the school office AND the Headteacher's office.

Emergency response plan

1. PREPARING TO HANDLE EMERGENCIES

Despite every effort to avoid critical incidents, headteachers, centre managers and service heads must consider what could go wrong, prepare plans to deal with the situation and rehearse them. It is almost impossible to predict the exact form or effect of an emergency. Establishments should therefore prepare broadly applicable emergency arrangements rather than a series of different plans which can, because of the inclusion of too much detail, inhibit creative planning and action at the time.

For each potential emergency situation the school/centres/service should consider:

- **the scope of the threat**
- **its possible effects**
- **the potential impacts**
- **the methods to be used.**

The plans need to be flexible and resilient so that unexpected and unusual events can be met.

The headteacher, centre manager or service head should take responsibility for drawing up a response plan and staff should be allocated key tasks. All staff should be aware of the emergency plan and know what they are expected to do. Governors need to be aware of the plan and to have confidence in it.

There are various ways for schools, centres and services to make plans for dealing with emergencies. There is clearly much to be gained from those who have worked on plans already and schools, centres and services are encouraged to share their plans with each other.

WHAT IS A SCHOOL EMERGENCY?

Emergencies in schools and centres are those which occur unexpectedly and have a major impact on the life of an establishment. They can include:

- the death of a pupil or a member of staff (see 5.1, 5.2)
- a serious accident in a school/centre or on an educational trip (see 5.3)
- a serious illness or a communicable disease, e.g. meningitis (see 5.3)
- a violent intrusion onto school/centre premises (including a terrorist incident) (see 5.4 and section 6)
- a serious and immediate physical threat to students and/or staff (see 5.4 and section 6)
- fire, flood or explosion (see 5.5, 5.7, 5.8 and also see appendix 2 for business continuity planning)
- a bomb threat (see 5.6)
- release of hazardous substances near or on the school/centre site (see 5.8)
- health hazard (see 5.8)
- hostage-taking or abduction (see 5.9)
- emergency school/centre closure (see 5.10 and section 6 and also see appendix 2 for business continuity planning)
- salvage (5.12).

**Many of the above have actually occurred in schools and centres.
Each has a different impact on the establishment and community.**

Each may involve:

- a long-term impact on individuals
- psychological distress
- financial issues
- insurance concerns
- media interest
- an impact on the school's ability to continue teaching (business continuity).

MAIN CONTACTS IN CAMDEN COUNCIL AND CAMDEN LEARNING

The council has systems and procedures in place to ensure that informed guidance and advice are readily available. The support includes counselling, handling the media, dealing with property-related matters and having access outside office hours to senior officers.

Camden Council, Camden Learning and Public Health emergency contacts for headteachers, heads of schools, children's centres and nurseries

(updated: October 2022)

Deputy Chief Executive and Executive Director (Supporting People)	Martin Pratt	020 7974 1505 / 4221 07833 406179
School closure / general advice	Stephen Hall Chief Executive Officer, Camden Learning	020 7974 1122 07770 326708
Head of School Organisation	Nicholas Smith	020 7974 1149
Other senior officer contacts within Supporting People, Camden Council	Eve Stickler Director of Early Intervention and Prevention Rashida Baig Director of Children's Safeguarding and Social Work Pauline Maddison Interim Director of Education Commissioning Sophie Kershaw Head of Children's Quality Assurance Cynthia Walters, HR Strategic Lead (Supporting People)	020 7974 1117 020 7974 3466 07966 871829 07980 752664 (Tuesdays and Thursdays only) 020 7974 3369 020 7974 4919
Public Health / COVID-19	CIPH Admin email inbox is monitored from 9am to 5pm. For out-of-hours urgent COVID-19 queries , please contact the London Coronavirus Response Cell (LCRC) Kirsten Watters Director of Public Health London Borough of Camden Baljinder Heer-Matiana Assistant Director of Public Health (Children, Young People and Maternity), Camden and Islington Public Health	ciphadmin@islington.gov.uk 0300 303 0450 LCRC@phe.gov.uk 07540 464 033 07765 220 164

Premises	Karen Corkery Asset, Strategy and Schools Investment Manager	020 7974 1437 07900 658438
Health and Safety	Darren Williams Health & Safety Manager Working days: Tuesday to Friday Ben Coup Senior Health & Safety Advisor Working days: Wednesday to Friday General enquiries:	020 7974 2117 07824 418 488 020 7974 1278 07500 032 434 020 7974 6655 (Ext. 6655) - select option 2 for H&S, then press 3 to speak to a Health and Safety Advisor
Emergency Planning	Duty Emergency Planning officer: Michael Hrycak, Emergency Management Community delivery manager	020 7974 4444 (ask for duty emergency planning officer) 020 7974 4499
Press Office / Communications and Media Management	Press Office (office hours) Email: PressOffice@camden.gov.uk Supporting People communications manager: Philip McCorkell	020 7974 5717 Out of hours: 020 7974 4444 (ask for duty press officer) 020 7974 6649
Critical Incident Response support to headteachers	Support to headteachers to plan and manage school approach to critical incidents to support staff and pupils, and arrange direct support in schools when needed. Educational Psychology Service: Neelam Kumar and Shane Gallagher, Joint Interim Principal Educational Psychologists	020 7974 6500 Neelam: 020 7974 6863 Shane: 020 7074 1523
Child Protection and LADO	From 10/10/22: Jacqueline Fearon General enquiries:	020 7974 4330 07795 475 814 LADO@camden.gov.uk
Pupil Attendance Service	Ed Magee Development Co-ordinator	020 7974 1653 07717 806 427
Schools IT Service Manager	Alex Marinos Schools Lead for IT	07776 245 090
Children In Need Team	Michelle O'Regan Head of Service	020 7974 1905 07500 607 877
Integrated Early Years Service	Debbie Adams Head of Service	020 7974 6706 07876 258 399
Integrated Youth Support Service	Eugene Griffin Head of Service	020 7974 6762 07940 952 285

Please note: The above emergency contacts list is for use by headteachers, heads of schools / centres and their SAOs / PAs only – not for general or public-facing usage.

Faith Hope Love

ROLES AND RESPONSIBILITIES

The roles of the school and other organisations in an incident are as follows:

The role of the school

- To look after and protect students and staff from harm
- To create, adopt, maintain and operate a school emergency plan
- To keep the plan up-to-date
- To ensure that the relevant people in the school are informed and are ready and capable of assuming their assigned roles in an emergency.
- To test the school emergency plan and business continuity plan
- To manage the initial response to the incident, including establishing an emergency response team (ERT) where required
- To notify the Council where support is required in an incident
- To work with the Council and the emergency services to manage the emergency
- To support students, staff and parents throughout
- Maintain communications with all stakeholders throughout the incident including school governors
- To bring about a swift return to normal life
- To provide follow up support and care for staff and students affected by the incident.

The role of the council's emergency response team

The council's emergency response team works to support schools and other educational services in preparing for, dealing with and assisting with the after-effects of an emergency situation. The team will be convened by a Director from the council's senior management.

Not all emergencies can be foreseen or predicted but thought needs to be given to all credible emergencies that can arise. The team encourages and supports schools in making plans for and preparing for emergencies. The council and Camden Learning also advise and provide some training for heads, relevant school staff and governors.

Camden Council and Camden Learning

- Guidance for schools on emergency planning
- Link between the school and other council and health services
- Communication with all relevant areas of the council
- Assisting with communication and dissemination of information to staff, pupils, parents / guardians and media
- Approval of offsite and hazardous activities
- Support to schools during an incident, including on site

- Educational psychology and Child and Adolescent Mental Health (CAMHS, now called 'Open Minded') services to provide counselling and support.

Within the other departments of Camden Council

- Health and Safety Team
- Council Emergency Management Team - liaison in the event of a serious incident affecting the surrounding area in which the school is located
- High level liaison with the emergency services and utilities
- Home to school transport assistance
- Communications team – advice on handling the media
- Insurance team (where the insurance is through Camden Council).

The roles of the emergency services in an incident are as follows:

Metropolitan Police

- Saving life
- Protection of property
- Co-ordination of response
- Investigation of incident
- Protection / preservation of scene
- Identification of victims
- Casualty information
- Family liaison.

London Fire Brigade

- Saving life
- Protection of property
- Control and extinguish fire
- Safety of all response personnel
- Protection of environment
- Managing chemical incidents/spillages
- Mass decontamination
- Search and rescue, including in collapsed buildings.

London Ambulance Service

- Saving life
- Treatment and care of the injured
- Triage (dealing with casualties at the scene)
- Liaison with hospitals
- Transportation of casualties
- NHS focal point

EMERGENCY ACTION

Immediate Action

Incidents may be brought to the school's attention by

- Staff/ pupils
- Emergency services
- Council
- Parents / guardians
- Media.

The staff member witnessing or first discovering the incident will be responsible for initiating the immediate response to the incident. This may entail:

- Summoning help / calling the emergency services (dial 999).
- Take charge at the scene until further support arrives.
- Securing the immediate welfare of pupils and staff e.g. through shelter, lockdown or evacuation.
- Alerting the headteacher, deputy or most senior member of staff present in their absence.
- Collating relevant information such as the location and time of the incident, numbers and details of those involved, summary of events, etc and at the earliest opportunity making a written record of these points.

Incident logging

Everyone involved in responding to the emergency should **start and maintain a written log of their actions as soon as possible. SEE APPENDIX 1.**

ACTION CARDS

5.1a Death of student or staff member on site or in the school's care
<ul style="list-style-type: none"> • Contact ambulance service via 999 immediately, requesting that the police also attend.
<ul style="list-style-type: none"> • Make safe the hazard (where applicable), so others are not harmed.
<ul style="list-style-type: none"> • Do not move a body until the ambulance arrives. • Evacuate all pupils and all but necessary staff from area.
<ul style="list-style-type: none"> • Contact Camden Council for assistance (see contacts on page 6). • In doing so, make sure that the Camden communications team is alerted.
<ul style="list-style-type: none"> • Notification to parents or next of kin should be planned with health workers and police. This should normally be in person. This step needs to be carried out very quickly because media will pick up the story from social media. It is suggested that it is headteacher led.
<ul style="list-style-type: none"> • Contact the critical incident response team at Camden educational psychology service – 020 7974 6500
<ul style="list-style-type: none"> • Inform Health and Safety Executive immediately (by phone on 0845 300 9923) and report the incident to Camden Reportline on 020 7974 6655 option 2 then option 1.
<ul style="list-style-type: none"> • Preserve any evidence of the cause of the incident
<ul style="list-style-type: none"> • Inform the chair of governors, staff, parents, young people/children, and so on.

5.1b Death of student or staff member away from the school
<ul style="list-style-type: none"> • Contact Camden emergency response team for assistance
<ul style="list-style-type: none"> • Ensure the Camden communications team is alerted
<ul style="list-style-type: none"> • Contact critical incident response team at Camden educational psychology service – 020 7974 6500.
<ul style="list-style-type: none"> • Plan how notification will be given through school – e.g. emergency staff briefing followed by class briefings
<ul style="list-style-type: none"> • If the death implies a health risk to others (e.g. infectious disease), obtain professional advice (from the council and Public Health England health protection team), brief staff, parents and students as appropriate and cooperate with health workers.
<ul style="list-style-type: none"> • If the death is related to school activities then inform the Health and Safety Executive immediately (by phone on 0845 300 9923) and report the incident to Camden Reportline on 020 7974 6655 option 2 then option 1 • If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3) to discuss.

5.2 Bereavement – ongoing issues

- The school should establish a line of communication with the family of the deceased. Agree with the family what information can be released about how the person died and what happened. The school should respect the family's wishes about attendance at the funeral and any memorial activities the school is planning.

- The Schools SLT and teaching staff will be notified straight away. They may also need to be briefed about what the school is doing, take time to prepare themselves to handle questions from pupils and parents, and to monitor pupils for any signs of emotional trauma. Arrangements will also be made to notify ancillary staff such as nursery, admin, catering and cleaning staff etc at the appropriate time.

- Staff may themselves be affected by the bereavement, and the headteacher/ SLT will talk to them collectively and individually over the coming days/weeks/months, monitor them, and ensure they receive the necessary support if they are unable to cope, e.g. bereavement counsellors, obtainable via the Council's Schools Human Resources team.

- It is important for the school to carefully manage the way the news is given to pupils. Time will be taken to plan how to break the news to pupils, what to say, and who will say it. Pupils will need to be told what has happened and how everyone is feeling about it. It may also be appropriate to tell them why it happened, and younger pupils may need to be re-assured that it will not happen again, and it will not happen to them.

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- It may be important for pupils, and especially younger pupils, to then be with the teachers and staff who they are familiar with so that they can feel safe to talk and share about how they feel about what has happened. This follow-up time is important to enable teachers to provide reassurance, answer individual questions and provide guidance to the class group about how they should be feeling, that it is alright to feel sad, or not to feel sad, and how to respond to what has happened.

Pupils may also need some practical way to focus how they feel about what has happened, and the school can provide ways to do this, e.g. writing cards, making floral tributes, planting a tree of remembrance, a plaque, a book of condolence, a book of remembrance, a special assembly, a memorial service etc. An appropriate quiet area could be set-aside in the school for pupils to come to talk to staff about what has happened. The school will take advice from the council's psychology service and or Opened Minded Services (CAMHS) attached or linked to the school when planning how to handle the pupils in this situation.

- The headteacher may need to write a letter to parents to inform them about what has happened and concerning any arrangements that have been made. If the deceased is a member of staff, parents may need to know what arrangements the school is making to provide staff to cover

their classes. A follow up letter may be required to notify parents about subsequent events and arrangements e.g. special assembly, memorial service etc.

- In cases of bereavement many people feel the need to express their feelings about what has happened, by sending cards, flowers, money or other items to the school, unless they are specifically told not to.

Cards could be put on a special pin board/display, forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance. They should not just be thrown away.

- The school may need to designate a suitable place for people to put flowers where they are visible and can be perused. Remember flowers will quickly perish without water, and even with water flowers may wilt and become unattractive in time. But disposal of flowers may also be a contentious issue, and they will not be just thrown away. The school may need to adopt a policy for this e.g. the flowers to be used at the funeral, or taken to the cemetery, or another appropriate location at an appropriate time. The small cards sent with the flowers may also contain written messages, and these could be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance.
- Items such as toys or photographs could also be forwarded to the family of the bereaved or included in a book of condolence or a book of remembrance.
- Books of condolence or remembrance could be forwarded to the bereaved family at an appropriate time.

N.B. the family of the bereaved may not want to be bombarded with cards, flowers or other items, so the school will need to ask first before forwarding these to the family.

A clear written record of money received and donors will be maintained by the school, and the money will be used for the purpose for which it was given. Money given for the family of the deceased will be passed on to them or donated to a charity instead if they prefer, and the school should respect their wishes. In the case of multiple bereavements the school will carefully consider a policy on how such money will be distributed. The school should take specialist advice if it is considering setting up charitable trusts.

- Where individual pupils or staff appear to be more seriously affected, bereavement counselling assistance can be obtained from the occupational health for staff, and the education psychology service and Open Minded Services (CAMHS) for pupils as required.

- Where the deceased is a member of staff the school will liaise with the Schools HR Advisor in respect of pension entitlements for the family of the deceased. The Schools HR team will also deal with the necessary correspondence with the family.

5.3 Serious accident or illness at school/centre or on an educational journey

- Call ambulance or other emergency services on 999.
- Meet ambulance at entrance.
- Detail adult to accompany casualty.
- Contact parents/carers immediately.
- If parents unavailable, be prepared to act 'in loco parentis' including giving permission to operate.
- Notify the headteacher, deputy or most senior member of staff present in their absence.
- Inform council's emergency response team, H&S adviser and chair of governors.
- Complete accident report (legal requirement for accidents) in line with current procedures.
- Report the incident to **Camden Reportline/ H&S team on 020 7974 6655 option 2 then option 1.**

5.4 Assaults on staff or pupils/students by members of the public

- For terrorist incidents go first to section 6
- If the victim (s) requires medical attention, request a first-aid trained member of staff to see the injury and call an ambulance if required.
- Take necessary measures to make pupil/student/member of staff safe.
- Try to identify assailant (do not detain by force).
- Contact police at once on **999**.
- Obtain the names of any witnesses.
- Record details.
- Contact Governors and Camden Council health and safety adviser.
- Any witnesses should prepare factual witness statements. Ideally all statements should be prepared on the day of the incident.
- Complete accident report in line with current procedures.
- Report the incident to **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- Ensure the Camden communications team is alerted.

5.5 Fire in school

- Whoever sees the fire sound the fire alarm and alerts SLT
- Office to call fire brigade
- Evacuate building(s) in line with evacuation policy. - DO NOT STOP TO COLLECT PERSONAL BELONGINGS
- Fire Wardens to check that building is empty
- Undertake a roll call to ensure that everyone is accounted for.
- Fire Warden meet fire brigade and inform them of who is in the building and where, location of fire.
- Office to inform council's emergency response team.
- Do not re-enter the building without clearance from fire brigade.
- Report to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

5.6 Bomb threat or suspect package

If you receive a bomb threat or warning by telephone

- Keep calm and attempt to write down what is being said by the caller;
- Ask questions such as; "When will it go off?", "Where is it?", "What does it look like". The words used by the caller can often indicate how familiar he or she is with your premises, thereby giving some indication as to whether the threat is genuine or otherwise;
- Where possible note any accent or background noise; and
- Once the caller has hung up notify the Police on **999** and the head teacher immediately.

If you receive a bomb threat or warning by post:

- Keep physical handling of the letter to an absolute minimum
- Notify the head teacher immediately or member of SLT if they are not available.

- Contact the police on **999**.
- If in doubt they may advise you to evacuate

- It may be appropriate for staff to check areas of the building for suspect packages to ascertain whether:
 - There are any suspicious objects, i.e. items you would not normally expect to see in that location
 - There are major items that cannot be accounted for, e.g. items which you would normally expect to be in position but are missing

<ul style="list-style-type: none"> - Anything is out of place - There is anything unusual, i.e. was a window or door left open that would not normally be open? Has anything been disturbed or items removed?
<ul style="list-style-type: none"> • Do not touch or remove any suspicious object. • Do not use a mobile phone within 15 metres of a suspicious object and keep the area cordoned off.
<ul style="list-style-type: none"> • Seek police advice as to whether the school should be evacuated – this decision is ultimately the responsibility the school. • If the school is evacuated do not re-enter the school until agreed by the emergency services.
<ul style="list-style-type: none"> • Evacuate the premises if it is necessary to do so - using the bomb threat procedure to the bomb threat evacuation point. • and take a register of persons at the designated assembly point.
<ul style="list-style-type: none"> • In the event of extended evacuation, proceed to the agreed alternative site e.g. other school, park.
<ul style="list-style-type: none"> • Contact Council's emergency response team.
<ul style="list-style-type: none"> • Contact parents/guardians/carers where possible. Notices to be attached to all entrances / exits to the school with details of the alternative site and contact telephone numbers.
<ul style="list-style-type: none"> • Involve the Council communications team to help with managing the press and issuing information about any alternative site.
<ul style="list-style-type: none"> • The Government has produced some added guidance on dealing with bomb warnings or threats which you may find useful. Some higher education institutions (universities) have received threats via email - all of them hoaxes. • The National Counter Terrorism Security office has guidance (mainly for Higher Education establishments: visit http://www.nactso.gov.uk/AreaOfRisks/Education.aspx), some of which you may find useful.

5.7 Explosion

- Evacuate the building(s) as necessary - **DO NOT STOP TO COLLECT ANY PERSONAL BELONGINGS AND DO NOT USE ANY LIFTS.**
- Evacuate the premises - using the bomb threat procedure to the bomb threat evacuation point.
- Take a register of people at the designated assembly point.
- Inform emergency services on **999**
- Inform Electricity Company and Gas transporter (tel: **0800 111 999**) as appropriate.
- Do not re-enter the building without clearance from emergency services.
- Inform Council's emergency response team.
- Report it to the **Camden Reportline on 020 7974 6655 option 2 then option 2.**

5.8 Hazardous substances

- Make safe (where applicable) the hazard so others are not harmed (only dealing directly with the hazard if it is safe to do so).
- Contact council's emergency response team for assistance.
- If necessary, evacuate the building/s
- Check that the building is empty, if appropriate.
- Inform emergency services
- Do not re-enter the building without clearance from emergency services.
- Report it to the **Camden Reportline on 020 7974 6655 option 2 then option 1.**
- If in doubt phone H&S Team on 020 7974 6655 (option 2 then option 3 to discuss).

5.9 Missing or lost pupils / Hostage-taking or abduction

- Contact police at once on **999**.
- Contact Supporting People directorate of the council / member of emergency response team on **020 7974 4221**.
- Collect and retain witnesses.
- Record details.
- Contact parents/carers/next of kin.
- Inform chair of governors or other (if applicable).
- Contact council's communications team on 020 7974 6649
- Press office 020 7974 5717. Out of hours mobile: 07901 554 530
- Undertake specific Safeguarding Risk Assessment and action undertaken where safeguarding applies.

5.10 Emergency school/centre closure (this can arise in relation to the above incidents)

- Schools will only consider closure as a last resort. Advice should be sought and discussed in all cases before the decision to close is taken.

Contact council's emergency response team

- Camden Learning - Stephen Hall
- Communications team – Philip McCorkell
- Premises - Karen Corkery, Schools Policy and Investment Manager.

- Discuss possible closure with those listed below as applicable in the circumstances:

- Property and contracts
- School Improvement (Camden Learning)
- Health and Wellbeing
- Health and safety
- Director within Supporting People.

- Inform / notify relevant officers including press office and communications with action being taken and anticipated duration of closure if known.

- Information to be put on school's website regarding closure, re-opening and who parents should contact for more information.

- Consider which other local services in the school need to be informed, e.g. play centres and school meals service.

5.11 Lockdown / stay put in the school if there is an incident in the area

- For terrorist incidents go first to section 6
- Take advice from the emergency services.
- Contact Nick Smith, Head of Education Commissioning and School Organisation, Stephen Hall , Managing Director, Camden Learning, or Martin Pratt, Deputy Chief Executive D. See section 3 main contacts for contact details.
- School leadership to arrange for contact to parents of pupils in their class to notify them of the situation.
- Ensure any pupils on medication take required doses. If any pupils require urgent medication and do not have them, inform the emergency services
- If the situation extends past a meal time, staff should access provisions from the school kitchen to feed pupils and themselves.
- If it becomes necessary to stay overnight – liaise with the emergency services and council regarding bedding / blankets.

5.12 Salvage

- Before undertaking any salvage operation, seek advice from the council's emergency response team – salvage can itself be hazardous.
- Prioritise items for salvage by value to the school, not necessarily just by monetary value. Ensure that items that cannot easily be replaced are salvaged first.
- DO NOT attempt any salvage operation that could place lives in danger, or health at risk.

6. TERRORISM ISSUES

Recent events in Manchester and London are a reminder of the threat we face and it is important for communities to be alert, but not alarmed. Following a number of requests by schools for guidance we have been working with the Metropolitan Police Counter Terrorism Unit on how our schools can protect themselves if the need arises and they recently delivered an Incident Management Briefing to schools about procedures in such circumstances.

The Police advised that it is important that you know what to do in the event of getting caught up in such an incident, which is to follow the 'run, hide and tell' - guidance which can be applied to many places and situations. This advice included the need for establishments to create an emergency plan, similar to a fire evacuation, which consider lockdown procedures, which in a school setting means moving children to a safe place within the building.

Lockdown Procedures

The aim of lockdown is to prevent people moving into danger areas and preventing or frustrating the intruders accessing a site (or part of). It is recognised that due to their nature some sites may not be able to physically achieve lockdown.

What is dynamic lockdown?

Dynamic lockdown is the ability to quickly restrict access and egress to a site or building (or part of) through physical measures in response to a threat, either external or internal.

Why develop dynamic lockdown?

All opportunities to deter threats of at the planning stages should be taken. Presenting a strong security system through visible and effective activity, for example:

- Staff awareness and reporting process – particularly at first point of entry. The receptionists need to be cautious; they should know what is suspicious.
- Efficient use of CCTV
- Deterrent communications and active security zones
- Make sure you ask for identification before letting visitors, including the emergency services, in - this should be happening in any case as part of your safeguarding arrangements to provide a secure school site.

What are your plans if there were an incident?

Advance planning of what needs to be done to lockdown a site and recognising the need for flexibility in those plans will save lives. Planning should consider

addition to **preventing, investigating and managing outbreaks**, the local Health Protection Team can advise the school on **communications** with parents and the media.

PHE Guidance:

[Guidance on infection control in schools and other childcare settings](#)

Camden's local HPT is the North East and North Central London HPT:

Public Health England
Ground Floor, South Wing
Fleetbank House
2 to 6 Salisbury Square
London EC4Y 8JX

Telephone: 020 3837 7084 (option 1)

Email: necl.team@phe.gov.uk

Pandemic 'flu

Schools should prepare plans for a flu pandemic as part of their general emergency planning and ensure these are shared with staff and, as appropriate, parents. School managers normally the head teacher if the governing body delegates this to the head) would make the final decision on whether to close a school during a pandemic.

DFE guidance: [Planning for human influenza pandemic: summary guidance for schools](#) if the above link does not work then copy this link below into your browser

<http://webarchive.nationalarchives.gov.uk/20130401151715/http://www.education.gov.uk/publications/eOrderingDownload/STERL-0706-WEB.pdf>

COVID 19

Schools should follow guidance of Public Health and the DFE. Schools should have an up to date risk assessment and provision in place in regards to a complete re opening of schools during the Covid 19 pandemic, a partial closing of schools due to confirmed case within the school and a contingency plan if the country returns to full lockdown. Schools should ensure these are shared with staff, Governors and, as appropriate, parents. The Headteacher with the backing of the Governing body, would make the final decision on whether to close a school during a pandemic.

DFE guidance: <https://www.gov.uk/government/collections/guidance-for-schools-coronavirus-covid-19>

Public Health

Guidance: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

8. PSYCHOLOGICAL SUPPORT

- Camden educational psychology service (EPS) has a dedicated critical incident response (CIR) Team. The CIR team has developed a policy to support schools in responding to critical incidents (CI). This is where a serious incident happens that affects the school population such as the death of a pupil or member of staff, a local disaster or a serious incident in the school. We have also included in our definition of critical incident the diagnosis of a terminal illness within a pupil's immediate family and a significant death within an individual pupil's immediate family, e.g. death of a parent or sibling.
- The purpose of having a CI policy is so that we can deliver an immediate, coordinated and consistent response to all Camden educational settings. Our aim would be to help them to deal with the aftermath of such an event and to help them plan the next steps to return to normality.
- Camden educational psychologists (EPs) support educational settings by helping them to prioritise immediate actions and helping them to think about how they themselves can support pupils and staff. We have developed a bereavement guide for children which can be shared with settings and a systematic plan for follow up work.
- EPs in the CIR team have been trained in psychological debriefing. A Psychological Debriefing is a group meeting to review the impressions that survivors, bereaved or helpers experience during or following critical incidents. The meeting aims at reducing unnecessary psychological after effects.
- If your school needs support with managing the aftermath of an emergency, please contact the Camden CIR team.

EPS service contacts:

- Critical incident response leads for Educational Psychology Service: Senior Educational Psychologist Shane Gallagher. Educational Psychologists: Gemma Atkinson, Dr Jennifer Baulcomb, Emma Goldstone, Bebhinn Hoyne, Sarah Cryer.
- Tel: 020 7974 6500 / 7320 / 6547.

9. WORKING WITH THE MEDIA

In the case of a major disaster, the media can swamp the area. In fact, any significant incident involving a school will attract the media's attention.

The media should have **a single point of contact** so reporters know who to approach for information and to keep disruption at the school or centre to a minimum.

In situations where the emergency services are involved, the police will normally take the lead on dealing with the media services. However, reporters will still want information, views, comments from the school, centre or service.

The most important point to remember is that the media will not go away if you ignore them. In fact, they will be a bigger problem as they will seek out information themselves and will distract or disrupt your staff.

The press office operates a 24 hours a day, seven days a week service for emergencies. If support is needed handling media enquiries, they can be contacted for advice.

CONTACT PRESS OFFICER – 020 7974 5717

or

Eight-point guide to handling the media:

- | |
|--|
| 1. Co-operation is the key - avoid the media at your peril - they will cause more trouble if you do |
| 2. Be prepared - but be flexible. Have a plan and put it into effect swiftly |
| 3. Nominate a contact officer to liaise with the media – this could be the police or a Council press officer |
| 4. In the case of a major incident, a central media point may be set up with phone lines and a designated email address |
| 5. Provide regular briefings, backed up by statements - accentuate the positive, provide salient details, have a clear line and be consistent |
| 6. Develop a fact file (reporters will be pushing for information on the school, numbers of pupils, exact location, names of those caught up in the emergency) |
| 7. Be prepared to use the media to send a message to parents – via the Council's press office or other central contact if possible |

- | |
|---|
| 8. Journalists now do a lot of their fact-finding through social media. Make sure you keep your social media accounts like Twitter and Facebook up to date regularly. |
| 9. Take advantage of the expertise of the Council's press office. |

10. IT CONTINUITY – being prepared

It is important that should a disaster occur that the school/centre/service should be able to continue to function, albeit in a limited capacity, and provide all the necessary statutory services. This will mean that the information that the school works with to enable day to day running will need to be replicated in a form that can be quickly provided. This could be either in electronic format (backup tapes) or a paper copy of essential data.

The following activities should be undertaken at regular intervals:

Business Continuity (see section E in the business continuity guide appendix).

- Identify the importance of all IT systems.
- Work with IT suppliers to discover the recovery times for each system.
- Put in places procedures to cover loss of service.

Backup procedure

- Decide which information will need to be regularly backed up.
- Produce regular (nightly) backups of software
- Additional ad hoc backups to be performed as required and stored in the standard way
- Keep the backup tapes offsite
- Verify the restore process periodically.

Virus checks

- Ensure an up to date virus checker is installed on every essential system.
- Do not allow any disks coming from an outside source to be used unless virus checked.
- The system administrator must be informed immediately if a virus is found.

Financial software

- Produce all reports that would normally be produced at the end of a quarter
- Print detailed cost centre reports
- Backup data file(s) before and after carrying out period end.

Budgeting

- Staff salary details should be kept up to date throughout the coming financial year on a regular basis.
- Backup data file(s).

Administration manager

- Print student index cards (these should normally be produced at regular intervals during the year to ensure contact details are available in the event of system failure).

See the business continuity appendix section E for additional information

11. SCHOOL / CENTRE CONTACT LIST

Important contacts in addition to those already listed **(to be completed by school)**

CONTACT	NAME	TELEPHONE/EMAIL
Ambulance		999
Fire Brigade		999
Police		999
Chair of Governing Body	Chair Allan Jenkins Vice Chair Father Christopher Smith	allan@jenkins.team 020 7430 2551
Camden (Out of Hours) Customer Services Centre		020 7974 4444
School / Centre or Service Area agreed for Evacuation	St. Alban's Centre	020 7404 4875
School Doctor/ Community Medical Officer	Holborn Medical Centre	020 3077 0044
School Nurse	Camden Duty Nurse	020 331 723 04
School's Educational psychologist	Tami Alikhani	Tami.Alikhani@camden.gov.uk
Open Minded (CAMHS)	CAMHS	020 8383 6123
Occupational Health Nurse		
Local Hospital A&E Department	UCH	0203 397 7344
MASH Multi Agency Safeguarding Hub	Duty Social Worker	020 7974 3317
Emergency Duty &		020 7974 4444

Assessment Team – Out of hours		
Other Voluntary Agencies		
Local Religious Leaders / Diocese	LDBS	020 7932 1100
Public Health England		020 8200 4400 / 6868
Your school call cascade list	Rebecca Hughes Executive Headteacher Jayne Andrews Head of School Simon Wilkinson Premises Manager Vince Rodriguez School Business Manager	07725 595 899 07891780162 07812520108 0207 242 8585

12. USEFUL RESOURCES (some repeated from section 6)

Schools and centres may find the following useful in drawing up response plans:

[NaCTSO Guidance Note 1a – Advice to Schools for Reviewing Protective Security](#)

Although written in connection with bomb hoaxes this document has multiple links - as well as advice on bomb threats and packages and searching and evacuation planning, counter terrorism, and there is a lot on security.

National guidance for emergency planning for schools

<https://www.gov.uk/guidance/emergencies-and-severe-weather-schools-and-early-years-settings>

Further information on counter-terrorism support for businesses and communities can be found at <https://www.gov.uk/nactso>

Bomb threat guidance / checklist

<https://www.gov.uk/government/publications/bomb-threats-guidance>

Health Protection Agency

www.hpa.org.uk

National Institute for Health and Clinical Excellence guidance

<http://www.nice.org.uk/guidance>

APPENDIX ONE – St. Alban's CE Primary School Incident Log

Name:	Date: (when Log Started)
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TIME	PERSON TO / FROM and METHOD OF COMMS	MESSAGE DETAILS / INSTRUCTIONS GIVEN / ACTIONS / DECISIONS

Faith Hope Love

APPENDIX 2 – Evacuation plan

On hearing the evacuation signal:

Information	School plan
The Emergency Pack (Grab bag) will be collected by:	Rujina (Fiona)
School Registers will be collected by:	Rujina (Jayne)
School visitors register will be collected by:	Rujina (Jayne)
Children's medications will be collected by:	Rujina (Jayne)
First aid box will be collected by:	Rujina (Jayne)
Detail here roll call procedures:	Teachers roll call from registers Rujina or Jayne to roll call from visitor book
Staff in charge of the kitchen will take the following action:	Ensure all equipment switched off Vacate to designated space Roll call staff
Staff in charge of breakfast clubs will take the following action:	Ensure all equipment switched off Vacate to designated space Roll call staff
Staff in charge of extended services/after school clubs will take the following action:	Ensure all equipment switched off Vacate to designated space Roll call staff

Appendix 4 – Lockdown Procedures

In the event that the school is in immediate danger from an intruder or an attack:

A member of SLT should always be informed first but if this is not possible any member of staff who feels that the staff or pupils are in immediate danger should press the lock down button. This alarm is in the Headteachers office under the desk, it has two red buttons. It sends an automatic signal to the Met Police and sounds an alarm different to the fire alarm.

On hearing the alarm, all teachers must lock their doors, cover the door window and shut windows. Children and staff to hide under desks and away from windows and doors, turn off the lights, and stay as quiet as possible until a member of SLT or Police comes.

Lock the classroom door(s) and cover the window, turn off lights	Class teacher – have cover ready near your door with fastenings/tape
Close windows	TAs
Hide under tables OR in nearest space (if under table will be difficult) eg: art areas in Y3 and Y4 classrooms, walk-in cupboards in Y1 and Y2 classrooms	Adults and pupils
If you have children in the toilets – KS2	Stay in toilet cubicles and lock the door
If you are in the inclusion room	Stay in there
If you are in the KS2 playground	Go into the den
If you are in the KS1 playground	Go into your classrooms
If you are in the hall	Go into the IT suite
If you are in the library	Go into the IT suite
If you are in the church	Stay in there
If you are in the music room	Stay in there
Nursery and Reception	Head into your toilet areas and stay there
Pupil who will find the lockdown drill very challenging:	In the drill , TA to stay with the child rather than going to the same place as the class In a real event , TA and child to go to same place as the class

TO DO:

Premises Manager – check all doors have locks and that these work

Leadership – sort covers for each classroom door window, plus music room, IT suite, inclusion room

TAs – prep a bag of useful resources to have for those pupils who will need specific calming down support in such an event eg: foam numbers, ear defenders have this in the toilet area so it is already there.

TAs – make sure you take the class medical bag with you to ANY activity out of class. This is so that if we go into lockdown, then you have the relevant medicine for your children.

Appendix 5 – Draft Lockdown Letter

Dear Parents

Lockdown exercise for St. Alban's CE Primary School

I have a duty as Headteacher, to ensure that the school is well prepared for a range of emergencies that might potentially face us. We have developed a lockdown procedure for a number of potential reasons and we have now included our response to the unlikely event of potential intruders attempting to enter the school to do harm.

Unlike fire evacuation drills, schools are not obliged to carry out lockdown drills and will decide for themselves if it is something that they need to do. There is no specific current risk, however, we have decided that it will benefit our school for us to carry out such an exercise.

Our training for preparedness will be to ensure pupils and staff know how to act and what to do in the event of such an emergency. At some stage in the coming weeks, a drill will take place in school to simulate an incident involving an unauthorised intruder. The simulation exercise will involve the whole school community. Its purposes will be to ensure that our responses and systems are tested and evaluated, as well as to ensure that everyone has an understanding of their roles and responsibilities, and can act accordingly during such an event. The drill will be carefully managed to ensure an appropriate balance between informing the pupils so they know how to react to such an event, and ensuring we do not alarm them unduly or fuel unnecessary anxiety. In particular, careful consideration will be given to the framing of the exercise for younger pupils.

On a general point, parents are asked to be vigilant when in or around the school site and to help us by reporting any suspicious behaviour. Please also be prepared to be challenged when walking around school, or asked to move your vehicle by members of our security staff. Whilst such challenge may be inconvenient, the advice we have received is clear that an alert school is a safer one and that routine challenges are an effective deterrent.

I hope that the information is reassuring and that it exemplifies our commitment to ensuring that the school is as safe an environment as it can be for all members of our community. If you have any further questions or concerns about this area of school management, please do not hesitate to contact me, via reception.

Yours

Head Teacher